

Message

From: ServiceDesk v11 Notification [NoReply@noreply.com]
Sent: 5/2/2011 6:31:42 PM
To: Hanchett, James (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MassMail-01/cn=Recipients/cn=James.Hanchett]
Subject: Incident 719009 Closed

Incident 719009 is Closed.
Assigned to: Byrne, Eric D
Customer: Hanchett, James L
Description: ARHO - VISIT - James called because the network at WMH has been down all weekend and they are not able to do anything.
413-545-2607

Your Incident has been closed.

Closing Detail: Status changed from 'Resolution Provided' to 'Closed'.

Click on the following URL to view Incident:

[REDACTED]

If you have any further questions please contact the Customer Service Center at: 617-624-5877

*** DMH customers only...

AIT has completed the work on the problem you reported. We continually strive to improve customer service and would like your help in doing so. Please take a few moments, click on the link below and complete a brief survey regarding the following incident (please make note of the incident number as you will need that when completing the survey):

Thank you.

Incident 719009

[REDACTED]

Note: Please do not reply to this email.